

# COMPLAINTS POLICY

## **Policy Statement**

This policy and procedure is in place to ensure that all employees of The PCS Group are fully aware of the proper procedure to follow in the event that they are presented with a complaint. This document outlines the process for recording, handling, resolving, and closing a client complaint.

## **Scope**

This policy and procedure applies to everyone employed by The PCS Group. Each employee needs to review the elements outlined below to be fully aware when managing a complaint about us as a company, our products, services, staff, and complaint handling.

## **Policy Details**

This policy is intended to ensure that The PCS Group handle complaints fairly, efficiently, and effectively. The Company's objective is to ensure that its complaints procedure is properly and effectively implemented and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and equitably.

Our complaint management system aims to:

- Allow us to respond to questions raised by people who file complaints in a timely and cost-effective manner.
- Increase client confidence in our administration process, and
- Provide information that we can use to improve the quality of our services, personnel, and complaint handling.

A complaint is any expression of dissatisfaction about the services offered by The PCS Group, or our staff, or the action, or lack of action taken regarding operations, facilities, or services provided by The PCS Group or by a person or body acting on behalf of The PCS Group.

A formal complaint means a complaint that has not been successfully resolved through the Complaint Management Process as outlined in this document. The complainant, in this case, has chosen to formalise the complaint by completing a Complaint Form.

An informal complaint means a complaint that has been received by The PCS Group, by telephone, email, postal mail, or in person, which has not been submitted on a Complaint Form.

## **Complaint Management System**

### **A) Oral Complaints**

**a.** The PCS Group employees who receive a verbal complaint should try to resolve the issue immediately, if possible. If staff cannot resolve the problem immediately, they should offer to refer it to the Contract Manager for resolution. The Contract Manager will then be the named person to deal with the complaint throughout the process. When staff or managers receive an oral complaint, both should listen sincerely to the concerns raised. Any contact with the complainant must be polite, courteous, and sympathetic. At all times, staff and managers must remain calm and respectful.

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**b.** After discussing the problem, each manager or staff member handling the complaint should suggest an action plan for resolve. If this action plan is acceptable, the staff member should clarify the agreement with the complainant and agree on a way in which the results of the complaint will be communicated – e.g., putting it in a letter or an email.

**c.** If the proposed action plan is not acceptable, the staff member or manager should ask the complainant to make their complaint in writing to The PCS Group. A copy of the complaints procedure and a complaints form should then be given to the complainant.

**d.** In both situations, details of the complaint should be recorded on a complaints form.

## **B) Written complaints**

**a.** When a complaint is received in writing, it must be forwarded to the designated complaints manager, who will send an acknowledgement and copy of the complaint's procedure to the complainant.

**b.** The complaint and all correspondence will be logged in the complaints folder.

**c.** Immediately on receipt of the complaint The PCS Group will inform the complainant that we will respond to their complaint within 28 days. At that point, we should be in a position to provide a full explanation either in writing or by arranging a meeting.

**d.** The Complaints Manager will launch an investigation with all individuals concerned to gather all information to make an informed judgement on events.

**e.** If the complaint raises a serious concern, legal advice should be obtained. If legal action is taken at this stage, an investigation by the Complaints Manager should cease immediately.

**f.** If issues are too complex to produce a response by the end of the 28 days, The PCS Group will inform the complainant immediately of the delay and provide a new resolve date. This new date should be no longer than two weeks from the original resolve date.

**g.** If a meeting is arranged between a PCS Group representative and the complainant, they may be accompanied by a representative.

**h.** At the meeting, a detailed explanation of the results of the investigation should be given and an apology should be made, if appropriate.

**i.** Finally, the results of the meeting should be documented.

**j.** Annually, all complaints will be audited. Any weaknesses in The PCS Group's procedures should be identified and modified. Training should then be provided to all staff.

## **Role of the Manager**

The manager who receives a complaint will evaluate the information to determine whether it falls within the scope of this policy. If so, the manager will collect and review all available information and attempt to resolve the issue informally through discussions with the complainant. The manager may choose to use HR or other resources as required. If they require assistance or advice, Managers are required to involve their immediate manager before taking any decisions, especially if it involves making disciplinary actions against employees. Managers must ensure that all staff involved in resolving the complaint are aware of their responsibility to

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maintain the confidentiality of the matter and to respect the privacy rights of all parties involved.

## Responsibilities

It is the responsibility of everyone within the company to know, understand, and follow this policy.

It is the responsibility of the staff to understand the proper channels as outlined in this policy.

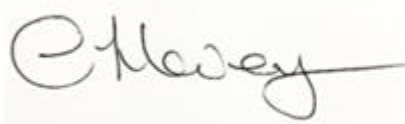
It is the responsibility of the line managers to ensure staff are updated and trained appropriately when this policy is reviewed.

It is the responsibility of The Company to ensure that this policy is kept up-to-date and reviewed regularly.

## Date

This policy and procedure was updated on 31<sup>st</sup> January 2023

This policy and procedure will next be reviewed on 1<sup>st</sup> February 2024



Director



ISO 9001  
ISO 14001  
ISO 45001

